

## Communications Industry

### Consumer Contacts that Require Enhanced Processing Presented by Utility Company, Category and Subcategory September 2014

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

**Table 2 - Communications Industry Contacts:** The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	11
		Billing	Bill Not Received	1
		Billing	Bundled Services	4
		Billing	Cramming	3
		Billing	Cramming/3rd Party Billing	1
		Billing	Disputed Customer of Record	2
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	19
		Billing	Late Payment Charge-LPC	1
		Billing	Other Charges	6
		Billing	Out of Service Credit - OOS	4
		Billing	Toll Dispute	2
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	19
		Lifeline	LLB Approved for Discount	11
		Policy and Practices	Abusive Marketing	1
		Policy and Practices	Safety	3
		Service	Call Quality	8
		Service	Delayed Orders/Missed Appointments	18
		Service	Disconnected In Error	2
		Service	Number Portability - Wireless or Landline	3
		Service	Outage	2
		Service	Refusal To Serve	3
			<b>Total ICs</b>	<b>126</b>
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	Billing	Disputed Customer of Record	1
		Billing	High Bill	1
		Billing	Other Charges	1
		Lifeline	LLB Approved for Discount	1
		Policy and Practices	Abusive Marketing	1
		Service	Number Portability - Wireless or Landline	1
			<b>Total ICs</b>	<b>6</b>
IEC5800	AT&T Long Distance	Billing	Cramming	1
			<b>Total ICs</b>	<b>1</b>

Utility Code	Utility Name	Category	Subcategory	Count
CEC3021	AT&T Mobility	Billing	Bill Adjustment	4
		Billing	Cramming	1
		Billing	Early Termination Fee - ETF	3
		Billing	High Bill	3
		Billing	Other Charges	3
		Billing	Slamming	1
		Policy and Practices	Abusive Marketing	5
		Service	Call Quality	4
		Service	Delayed Orders/Missed Appointments	1
		Service	Dead Zones/Dropped Calls	1
		Service	Disconnected In Error	2
			<b>Total ICs</b>	<b>28</b>
CLC7118	Birch Communications	Billing	Slamming	1
CLC6764, CLC7222	Blue Casa Telephone, LLC	Billing	Late Payment Charge-LPC	1
CER4412	Budget Mobile	Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Federal Program/Equipment	1
CLC6446	Cbeyond	Billing	Other Charges	1
IER7127	Central Telecom Long Distance, Inc.	Billing	Slamming	1
CLC5698	CenturyLink	Billing	High Bill	1
CLC6878, CLR6878, IEC6878	Charter Fiberlink CA-CCO, LLC	Service	Disconnection Non Payment	1
CLC5698, IEC5698	Comcast Digital Phone	Billing	Slamming	1
		Policy and Practices	Safety	2
IER6984	Consumer Telcom, Inc.	Billing	Slamming	1
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing	Bill Adjustment	1
		Billing	Early Termination Fee-ETF	1
		Billing	High Bill	1
		Lifeline	LLB Approved for Discount	1
CER4460	Cricket Wireless, LLC	Lifeline	LLB Address Error	1
IEC6676	FirstLink Communications	Billing	Cramming	1
CLC5429, IEC5429	Frontier Communications of America, Inc.	Billing	Other Charges	1
		Lifeline	LLB Application Request	1
		Service	Delayed Orders/Missed Appointments	1

Utility Code	Utility Name	Category	Subcategory	Count
LEC1026	Frontier Communications of the Southwest, Inc.	Lifeline	LLB Application Request	1
			<b>Total ICs</b>	<b>1</b>
IEC5786	Legacy Inmate Communications	Billing	Cramming/3rd Party Billing	1
			<b>Total ICs</b>	<b>1</b>
CEC3079	MetroPCS	Billing	Bid Adjustment	2
		Lifeline	LLB Approved for Discount	1
			<b>Total ICs</b>	<b>3</b>
CLC6005, IEC6005	Peak Communications	Billing	Slamming	1
			<b>Total ICs</b>	<b>1</b>
CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	Billing	Slamming	2
			<b>Total ICs</b>	<b>2</b>
CER4387	ReachOut Wireless	Lifeline	LLB Application Request	1
		Lifeline	LLB Federal Program/Equipment	2
			<b>Total ICs</b>	<b>3</b>
IER6217	Sebastian	Service	Call Quality	1
			<b>Total ICs</b>	<b>1</b>
LEC1016	Sierra Telephone Company, Inc.	Service	Call Quality	1
			<b>Total ICs</b>	<b>1</b>
IER7056	Silv Communication, Inc.	Billing	Slamming	1
			<b>Total ICs</b>	<b>1</b>
CEC3062, CER4332, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint	Billing	Bill Adjustment	3
		Billing	Cramming	2
		Billing	Early Termination Fee-ETF	2
		Billing	High Bill	2
		Billing	Other Charges	1
		Policy and Practices	Abusive Marketing	1
		Service	Call Quality	2
		Service	Number Portability-Wireless or Landline	1
			<b>Total ICs</b>	<b>14</b>
CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5859	Telepacific Communications	Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee-ETF	1
		Billing	High Bill	2
		Service	Number Portability-Wireless or Landline	1
	<b>Total ICs</b>	<b>5</b>		
CER4380	Telscape Communications, Inc.; Surelink Mobile	Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	6
			<b>Total ICs</b>	<b>8</b>
CLC6589, IEC6589	Telscape Wireless	Lifeline	LLB Approved for Discount	1
			<b>Total ICs</b>	<b>1</b>
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	Payment Error	1
		Service	Delayed Orders/Missed Appointments	1
			<b>Total ICs</b>	<b>2</b>

Utility Code	Utility Name	Category	Subcategory	Count
CEC3056	T-Mobile (Go-Smart Mobile; Walmart Family Mobile; Brightspot; Univision Mobile)	Billing	Bill Adjustment	1
		Billing	Bundled Services	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	1
		Billing	Slamming	1
		Service	Dead Zones/Dropped Calls	1
			<b>Total ICs</b>	<b>6</b>
CER4231	Tracfone Wireless (Net10; Straight Talk; Simple Mobile; TelCel America; Page Plus Wireless)	Billing	Bill Adjustment	1
		Billing	Other Charges	1
		Billing	Slamming	1
		Service	Disconnection Non Payment	1
		Service	Number Portability-Wireless or Landline	1
			<b>Total ICs</b>	<b>5</b>
CLC5253, IEC5253	Verizon Access Transmission Services	Billing	Bill Not Received	1
			<b>Total ICs</b>	<b>1</b>
CLC1002, LEC1002	Verizon California, Inc.	Billing	Bill Adjustment	6
		Billing	Bundled Services	5
		Billing	Cramming	1
		Billing	High Bill	8
		Billing	Other Charges	2
		Billing	Out of Service Credit - OOS	2
		Billing	Payment Error	1
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	2
		Lifeline	LLB Discount Switched to Other Carrier	1
		Policy and Practices	Abusive Marketing	3
		Policy and Practices	Safety	2
		Service	Call Quality	2
		Service	Delayed Orders/Missed Appointments	2
		Service	Outage	6
			<b>Total ICs</b>	<b>44</b>
CEC3029	Verizon Wireless	Billing	Bill Adjustment	6
		Billing	Bundled Services	1
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	6
		Billing	High Bill	6
		Billing	Other Charges	3
		Billing	Payment Arrangements	1
		Policy and Practices	Abusive Marketing	2
		Service	Number Portability-Wireless or Landline	1
			<b>Total ICs</b>	<b>27</b>
		CER4327	Virgin Mobile	Lifeline
Lifeline	LLB Discount Switched to Other Carrier			1
Lifeline	LLB Federal Program/Equipment			5
	<b>Total ICs</b>			<b>8</b>
CLC5553, IEC5553	XO Communications Services	Billing	Bill Adjustment	1
			<b>Total ICs</b>	<b>1</b>
<b>Total ICs Sent <sup>1</sup></b>				<b>318</b>

<sup>1</sup> Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.